

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

AN INVESTIGATION INTO THE SERVICE OF WESTERN ROCKCASTLE WATER ASSOCIATION	) )	CASE NO. 90-084
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O R D E R

On February 1, 1990, the Commission received a petition signed by over 200 customers of the Western Rockcastle Water Association ("Western Rockcastle") requesting the Commission initiate an investigation into service problems and disruptions occurring in recent months.

A review of the Commission's files indicates that at least two customers of Western Rockcastle have utilized the Commission's informal complaint procedures to complain of water supply/pressure problems on the system. Pursuant to the informal complaints received, the Commission Staff undertook a preliminary investigation to determine the source of the problem and whether remedial measures were needed. Staff concluded that Western Rockcastle was not meeting the minimum pressure requirements of 807 KAR 5:066, Section 6, on certain parts of its system. A copy of the investigation report was provided to Western Rockcastle and comments were requested; however, Western Rockcastle did not respond.

After consideration of the petition of the customers of Western Rockcastle, the Commission's informal complaint files, the

investigative report of October 19, 1989, and being otherwise sufficiently advised, the Commission finds that sufficient cause exists to warrant initiating a formal investigation of the service problems being experienced by the customers of Western Rockcastle. The Commission further finds that the complaint records, investigative report, and the petition, attached hereto and incorporated herein as Appendices A, B, and C respectively, should be made a part of this proceeding.

IT IS THEREFORE ORDERED that:

1. The instant case be established for the purpose of investigating service problems on the Western Rockcastle system.

2. Western Rockcastle shall file with the Commission within 30 days of the date of this Order a report detailing the nature and duration of service problems on the system since November 1989. Western Rockcastle shall state specifically any and all measures taken or which will be taken to improve water supply/pressure.

3. Appendices A, B, and C are hereby made a part of the record of this case.

Done at Frankfort, Kentucky, this 9th day of April, 1990.

PUBLIC SERVICE COMMISSION

  
Chairman

  
Vice Chairman

ATTEST:

\_\_\_\_\_  
Executive Director

  
Commissioner

Kent 1 Box 525A  
Brookhead, Kentucky  
40409

RECEIVED

JAN 29 1990

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

Re: Johnston Mgmt.  
Public Service Commission  
Consumer Service Bureau  
P.O. Box 615  
Frankfort, Kentucky 40602

Dear Mr. Johnston:

We would like to request a complete investigation into the Western Water District, Mount Vernon, Kentucky. We feel the Management is not as professional as they should be in an organization of such stature.

Sincerely  
Mergie C. Brock  
Oulis Brock



COMMONWEALTH OF KENTUCKY  
**PUBLIC SERVICE COMMISSION**  
730 SCHENKEL LANE  
POST OFFICE BOX 615  
FRANKFORT, KY. 40602  
(502) 564-3940

January 3, 1990

Mr. Charles D. Burton  
President  
Western Rockcastle Water Association  
P.O. Box 627  
Mt. Vernon, Kentucky 40456

Dear Mr. Burton:

Your November, 1989, letter regarding the complaints of Ms. Tammy Thomas and Ms. Judy Wilson, has been reviewed by the Commission's Engineering Division. Please be advised that we are requesting that you supply us with a list of the improvements being implemented by the city of Mt. Vernon. In addition, a timetable should also be supplied to us regarding the anticipated completion date of these improvements.

Upon completion of the improvements mentioned in your letter, the requested hydraulic analysis should be performed by the District and the results reported to the Commission. Please address future correspondence and questions regarding this issue to Mr. Mike Newton, Public Service Commission Engineering.

Sincerely,

Bob Johnston, Manager  
Consumer Service



COMMONWEALTH OF KENTUCKY  
**PUBLIC SERVICE COMMISSION**  
730 SCHENKEL LANE  
POST OFFICE BOX 615  
FRANKFORT, KY. 40602  
(502) 564-3940

November 17, 1989

Mr. Charles D. Burton, President  
Western Rockcastle Water Association  
P.O. Box 627  
Mt. Vernon, Kentucky 40456

Dear Mr. Burton:

Your November 14, 1989, request to extend the deadline under which you were requested to respond to the Commission's recent field investigation has been reviewed.

It is our understanding that your request to extent the reply deadline until December 4, 1989, will allow adequate time for a review to be made of the low pressure situation by your consultant, Kenvirons, Inc. Accordingly, your request has been approved.

Please communicate your response to the Commission's inquiry to Mr. Michael Newton no later than Monday, December 4, 1989.

Sincerely,

**ORIGINAL SIGNED BY:**

Bob Johnston, Manager  
Consumer Services

c Ms. Tammy Thomas  
Ms. Judy Wilson

WESTERN ROCKCASTLE WATER ASSOCIATION  
P.O. BOX 627  
MT. VERNON, KENTUCKY 40456

November 14, 1989

RECEIVED

NOV 18 1989

PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

Mr. Bob Johnston  
Consumer Services  
Public Service Commission  
P.O. Box 615  
Frankfort, Kentucky 40602

RE: WESTERN ROCKCASTLE WATER ASSOCIATION

Dear Mr. Johnston:

As per your correspondence dated October 20, 1989 regarding the Complaint Investigation Report, we are requesting from the Commission that we be granted an extension of time to address the issues contained therein. Kenvirons, Inc. has suggested that we make this request so that they may have sufficient time to evaluate the data in order that we may properly respond.

Therefore, we will be prepared to respond on or before December 4, 1989 should you grant this request.

Please do not hesitate to contact me should you need additional information.

Sincerely,

*Charles D. Burton*

Charles D. Burton, President  
Western Rockcastle Water Association

CC: David Bowles, Kenvirons, Inc.  
Jerry Cox, Cox and Clontz

*10/2/1989*

Western Rockcastle Water Association

P. O. Box 627

Mt. Vernon, Kentucky 40456

RECEIVED

Bob Johnston, Manager  
Consumer Services  
Public Service Commission  
P.O. Box 615  
Frankfort, Kentucky 40601

NOV 3 1989  
PUBLIC SERVICE COMMISSION  
CONSUMER SERVICES

RE: Western Rockcastle Water Association

Dear Mr. Johnston:

In response to your correspondence dated October 20, 1989 regarding the Complaint Investigation Report the following is provided as a response to your recommendations:

The Western Rockcastle Water Association has recently been experiencing a reduction in water volume/pressure from its supplier, which is the City of Mt. Vernon. We understand that this reduction is due to some improvements that the City is performing within their system. Within the last few weeks the volume of water and water pressure have increased at the point of withdrawal from their system, and this has increased pressures throughout our system.

As a result of the complaints discussed in your correspondence, we are planning to monitor the pressures at the residences identified. We have experienced a mechanical problem with our continuous pressure recorder and have since completed the necessary repairs. Therefore, we are preparing to complete the monitoring within the next two weeks.

As mentioned above, the Association has been experiencing fluctuation in water pressure and volume as a result of improvements being performed by the City and request that the Commission forgo the recommendation that a hydraulic analysis be performed until the improvements are completed.

The Association desires to comply with the regulation that governs its operation in addition to providing service to all its customers. In addition, the Association is prepared to address the needs of Ms. Tammy Thomas and Ms. Judy Wilson upon verification of data which is to be obtained as mentioned above.

I trust that this information addresses your comments and should you need additional data please advise.

Sincerely,

*Charles D. Burton*

Charles Burton, President  
Western Rockcastle Water Association



COMMONWEALTH OF KENTUCKY  
**PUBLIC SERVICE COMMISSION**  
730 SCHENKEL LANE  
POST OFFICE BOX 615  
FRANKFORT, KY. 40602  
(502) 564-3940

October 20, 1989

Mr. Charles D. Burton  
President  
Western Rockcastle Water  
Association, Inc.  
North Richmond Street  
P. O. Box 627  
Mt. Vernon, KY 40456

Dear Mr. Burton:

On September 8, 1989, a field investigation was made of the Western Rockcastle Water Association, Inc., ("Western Rockcastle") by a representative of this Commission. A copy of this report is being sent herewith in the interest of obtaining your response. We would appreciate receiving your response to this report no later than November 20, 1989.

Please feel free to call K. Michael Newton at (502) 564-2133 for any clarification you may need on this matter.

Sincerely,

A handwritten signature in black ink, which appears to read 'Bob Johnston', is written over a horizontal line.

Bob Johnston, Manager  
Consumer Services

BJ:KMN:aem

Enclosure





COMMONWEALTH OF KENTUCKY  
**PUBLIC SERVICE COMMISSION**  
730 SCHENKEL LANE  
POST OFFICE BOX 615  
FRANKFORT, KY. 40602  
(502) 564-3940

September 25, 1989

Ms. Judy Wilson  
& Ruby Alcorn  
P.O. Box 360  
Mt. Vernon, Kentucky 40456

Dear Ms. Wilson:

Enclosed is a copy of the Commission's procedure for requesting a formal hearing as requested in your telephone conversation with Ms. Judy Gay on this date. This procedure has been copied from the Commission's administrative regulations, 807 KAR 5:001, Section 12.

If you have any questions you may call our toll free number 1-800-772-4636.

Sincerely,

Bob Johnston, Manager  
Consumer Services

BJ:jg

Commonwealth of Kentucky  
Public Service Commission

COMPLAINT INVESTIGATION REPORT

Ms. Tammy Thomas and Ms. Judy Wilson  
vs  
Western Rockcastle Water Association, Inc.

On September 8, 1989, an investigation was made of the Sand Knob and Highway U.S. 641 area of Rockcastle County, Kentucky, on the basis of numerous hotline calls received from Tammy Thomas and Judy Wilson, by the Public Service Commission's Consumer Service Branch. This investigation was in regard to water pressure and interruption of service problems experienced by Ms. Thomas and Ms. Wilson at their residences. This investigation was conducted by K. Michael Newton of the Commission staff with information provided by Charles D. Burton, president of Western Rockcastle Water Association, Inc. ("Western Rockcastle").

Investigation

The investigation included a general inspection of the water system, copies of service pressure records, and interviews with the complainants.

Tammy Thomas and Judy Wilson had complained about low water pressure and numerous interruptions of service problems at their residence. Ms. Thomas has been a customer of Western Rockcastle for 11 months and Ms. Wilson has been a customer for 2 years. Ms. Thomas and Ms. Wilson both live at higher elevation areas on Western Rockcastle's distribution system. Both customers state

they have experienced these problems intermittently during the winter with the lowest pressure and highest interruption of water service coming in the spring, summer, and fall.

Ms. Thomas's house is located on a high point overlooking U.S. 461 (see attached map). Her meter is on the long-side service from the 6-inch water line running parallel to U.S. 461. Her home is at an elevation of approximately 1,270 feet and her meter is 10-12 feet lower in elevation than her home.

Western Rockcastle has a 1-inch water line running under U.S. 461 to Ms. Thomas' meter. This replaced a 3/4-inch water line that had previously served her residence. Western Rockcastle hoped this would improve her pressure, however no apparent benefit has been noticed.

To obtain a graphic record of water pressure in the reported problem area, a pressure recorder was set by Western Rockcastle at Mr. Thomas's meter beginning October 9, 1989 and left for a 7-day period.

Ms. Wilson's home is located on a high point off Highway 618 approximately half-way between the communities of Spiro and Quail (see map). Her meter is also on the long-side service from a 6-inch water line running parallel to Highway 618. Her home is at an elevation of approximately 1220 feet and her meter is 15 feet lower in elevation than her home.

Western Rockcastle placed a pressure recorder at Ms. Wilson's meter between August 28 through September 3, 1989 to obtain a graphic record of her water pressure. The service pressure graph at Ms. Wilson's water meter had an average pressure of 12 psig during this period.

The service pressure graph at Ms. Thomas's water meter averaged between 25 and 30 psig during the 1 week period of October 9-17, 1989. The water demands of this area had decreased during this period due to cooler weather and increased rainfall. The water pressure taken September 8, 1989 was 15 psig.

Western Rockcastle recognizes that it has water pressure problems in its highest elevation areas of its distribution system and has hired Dave Bowles of Kenvirons Engineering to look into the problem to see what could be done to add additional flow. Western Rockcastle purchases its water from the city of Mt. Vernon.

#### Conclusions

The water pressure experienced by Tammy Thomas, Judy Wilson, and other customers in the high elevation areas of Western Rockcastle's distribution system is very low. The pressure charts display that the water pressure was on the borderline or below the minimum service pressure of thirty (30) psig. Therefore, Western Rockcastle is not meeting and thus is in violation of the minimum pressure requirements of 807 KAR 5:066, Section 6.

Recommendations

Western Rockcastle should:

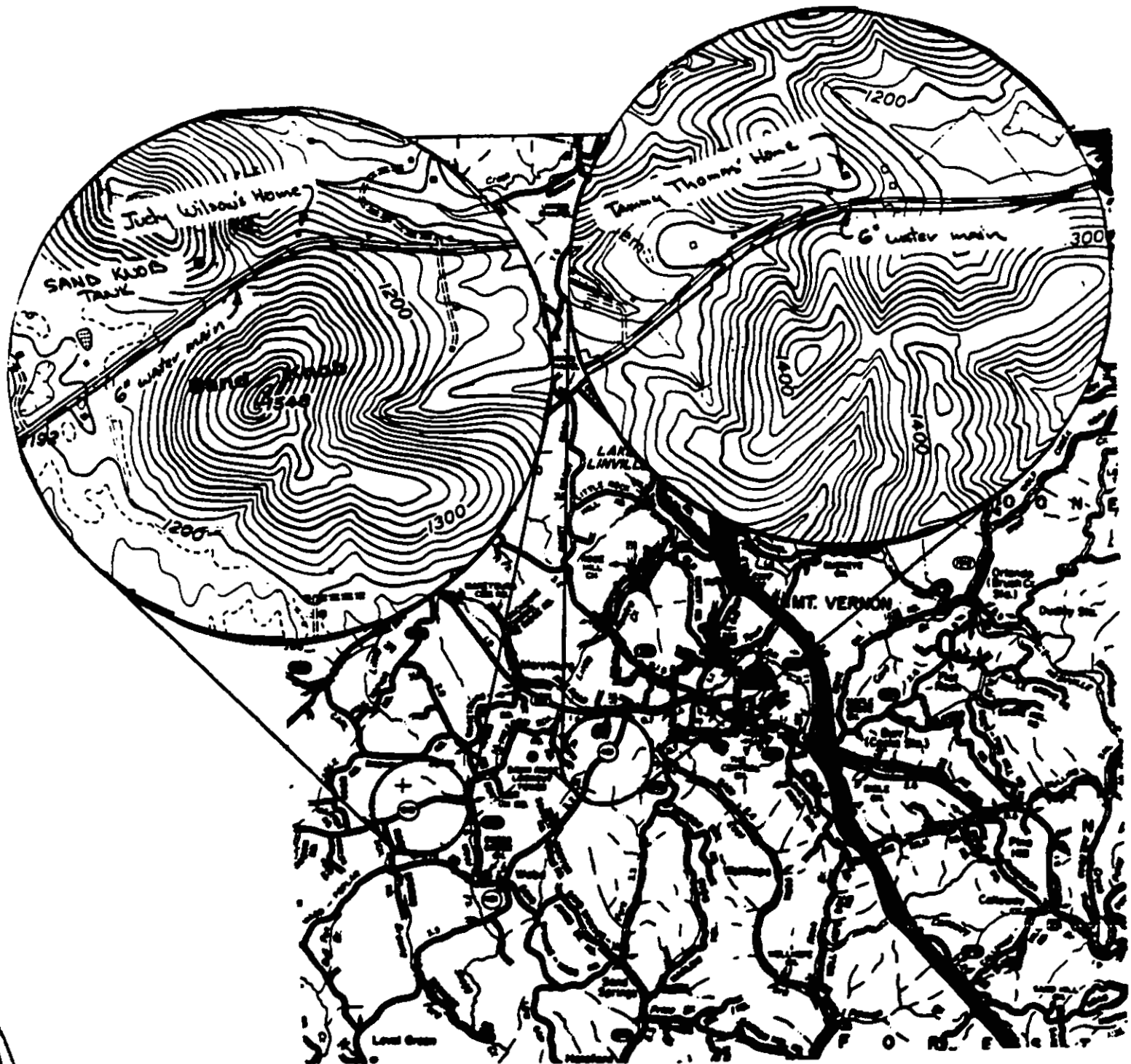
1. Begin an immediate program to increase the water pressure to the complainants and other customers in the higher elevation areas as a short-term plan.
2. As a long-term plan, have a hydraulic analysis performed by a professional engineer to identify the specific deficiency and formulate a water system improvement program to correct the low water pressure problems. This program should consider providing additional flow capability to the higher elevation areas of the distribution system.
3. Develop a schedule of events and requisite a financial package to expeditiously implement the necessary improvements to maintain the minimum levels of service.
4. File a report on the above 30 days after receipt of this report.

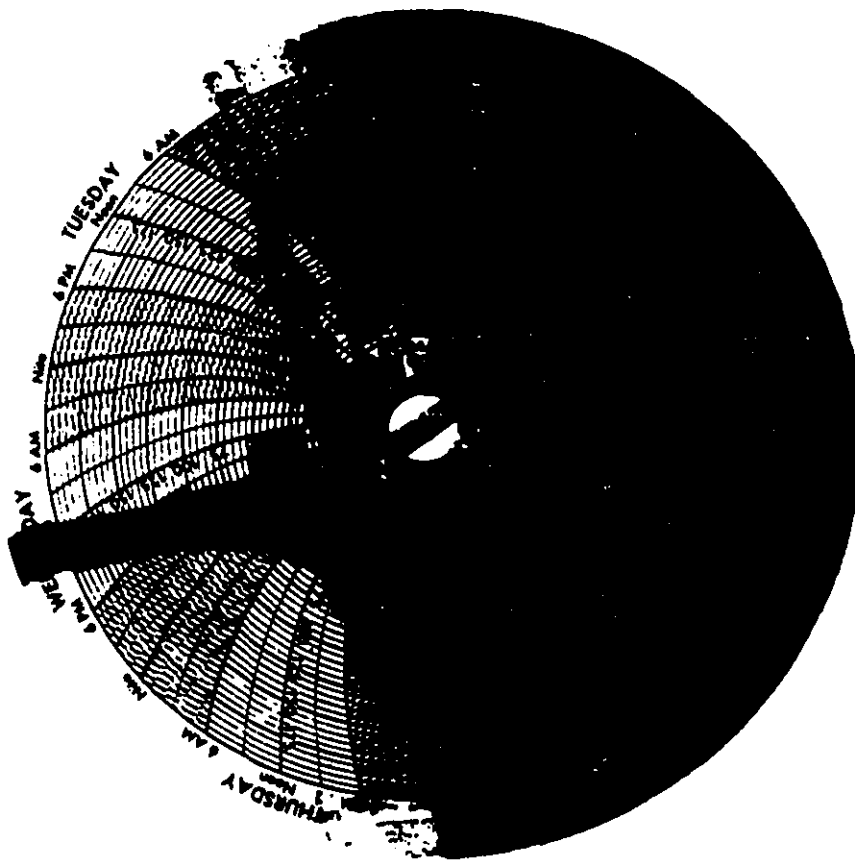
Submitted,  
October 19, 1989

  
K. Michael Newton  
Utility Investigator

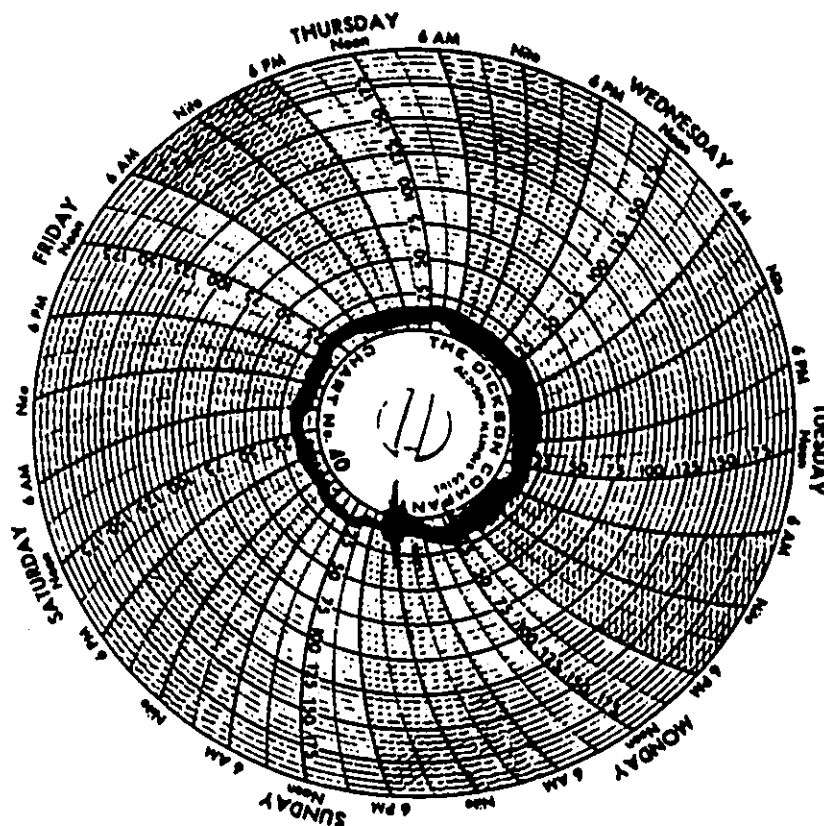
ES

# Rockcastle County





The pressure chart was recorded between October 9-17, 1989 at the meter box of Robert and Tammy Thomas. Water pressure averaged 25 to 30 psog. Pressure chart was damaged due to flooding of the meter pit.



8-28-89

Placed at meter

Judy Wilson



We, the undersigned members of the WESTERN ROCKCASTLE WATER ASSOCIATION, are greatly concerned about the inadequate water supply and the poor response to our constant requests to correct the problem. Therefore, we are requesting a complete investigation of the operation of the WESTERN ROCKCASTLE WATER ASSOCIATION.

Calvin Dunn  
 Beulah Dunn  
 Arthur Nelson  
 Victoria Dunn  
 Bertha R. Bright  
 Curtis L. Bright  
 Joetta Shelton  
 Eva Shelton  
 Betty Wilburn  
 Jimmie Wilburn  
 Mike Elam  
 Vera L. Elam  
 Lenora Hardlow  
 Bill Wardlow  
 Rhonda Goch Brown  
 Bryan H. Brown  
 John Paul Brown  
 Helen Simpson  
 Betty Simpson  
 J. L. Simpson

Emma Shelton  
 Volma Shelton  
 Laura J. Lye  
 John Lye  
 Christine Schuffler  
 Clarence Schuffler  
 Bud Schuffler  
 Dannie Schuffler  
 Ruby Ford  
 Harold Ford  
 Foster Bryant  
 Allen Bryant  
 Betty Brown  
 Jack Brown  
 Carol Brown  
 Pearl B. Brown  
 Tracy B. Vance  
 Alberta Vance  
 Florence Brown  
 Joseph Brown  
 Howard Brown  
 John Brown

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Walter Todd  
Johnny Peters  
Aune Peters  
Charlotte Snider  
Hushel Braley  
Tony Todd  
Brenda Todd  
Eldora Estep  
Wanda Braley  
Lory D. Smith  
Jennifer S. Smith  
Max Carl Brown  
Lynne Brown  
Brace Reynolds  
Evelyn Adams  
Ernest Adams  
Mike E. Adams  
Sally Adams

Don Sam  
Dwain Cannon  
Neely J. J. J. J.  
Elizabeth J. J.  
Rebecca Cannon  
Dixie Smith  
Crystal Smith  
Betty Louise Todd  
Rachel Cummings  
Barbara Cummings  
Conda Sam  
Bobby Smith  
Walter Kellin  
Shirley Smith  
Bill Smith  
Danny Huff  
Alva Cash  
Orlin Cash  
Allen Cash  
Steve Cummings  
Sharon Cummings

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*W. C. Dingler*  
*Geraldine Dugan*  
*Bonnie J. Porter*  
*Dita W. Taylor*  
*Paula 4702*  
*D. H. Allright*  
*Helene Jones*

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Frankie Workman

Beverly Harrison

Timothy Harrison

Edith Buckette

Martina Buckette

Elmer E. Adams

Jina Adams

Joan Russell

Barbara Russell

John E. Russell

Larry Russell

John E. Adams  
Edith Buckette

Tabatha Woodall

Joan Woodall

Elmer Buckette

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Ruby Sayers  
Barbara Busell  
Jim Busell

Orma Mullins  
Robert Mullins

~~Steve~~ - Bullock

Dr. Wayne & Anne C.  
Richard E. Shirel  
Robert E. Shirel  
Carol Shirel

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ROLNEY D. PURCELL

~~ROLNEY D. PURCELL~~

~~ROLNEY D. PURCELL~~

Betty Purcell

Paul Allen

Clinton Allen

Janice Miller

Kenneth Miller

Billy Long

Shirley Long

Harlene Harris

Dennis Harris

Danette Harris

Darin Harris

We, the undersigned members of the WESTERN ROCKCASTLE WATER ASSOCIATION, are greatly concerned about the inadequate water supply and the poor response to our constant requests to correct the problem. Therefore, we are requesting a complete investigation of the operation of the WESTERN ROCKCASTLE WATER ASSOCIATION.

*For water*  
Robert [unclear]  
James [unclear]  
[unclear]  
[unclear]

James Brummett Jr.  
R. O. Lane Burton  
1-10-90

We, the undersigned members of the WESTERN ROCKCASTLE WATER ASSOCIATION, are greatly concerned about the inadequate water supply and the poor response to our constant requests to correct the problem. Therefore, we are requesting a complete investigation of the operation of the WESTERN ROCKCASTLE WATER ASSOCIATION.

*Samuel L. Hargrett*

*Fred Simpson*

*Samuel Hargrett*

*Marlene Brown*

*Nina Hargrett*

*Samuel Hargrett*

*Harold Phelps*

*William Phelps*



We, the undersigned members of the WESTERN ROCKCASILE WATER ASSOCIATION, are greatly concerned about the inadequate water supply and the poor response to our constant requests to correct the problem. Therefore, we are requesting a complete investigation of the operation of the WESTERN ROCKCASILE WATER ASSOCIATION.

Kathryn L. Pope  
Stephanie Pope  
Linda Pope  
Henderson Pope  
Jonathan Pope  
Alison Pope  
Alison Pope  
Alison Pope  
Alison Pope  
Alison Pope  
Alison Pope  
Alison Pope

We, the undersigned members of the WESTERN ROCKCASTLE WATER ASSOCIATION, are greatly concerned about the inadequate water supply and the poor response to our constant requests to correct the problem. Therefore, we are requesting a complete investigation of the operation of the WESTERN ROCKCASTLE WATER ASSOCIATION.

Bill Randolph

Mandi M. Randolph

Stephen G. Starnes

Sherry R. Starnes

Luc S. Hamm

Amy S. Hamm

—> Doug Hamm

Johnny Adams

Belinda Adams

Courtney Adams

Jackie Payne

John Payne

Jessie Payne

John D. Ham

Connie Hamm

Michelle Hamm

Don Thompson





We, the undersigned members of the WESTERN ROCKCASTLE WATER ASSOCIATION, are greatly concerned about the inadequate water supply and the poor response to our constant requests to correct the problem. Therefore, we are requesting a complete investigation of the operation of the WESTERN ROCKCASTLE WATER ASSOCIATION.

Bill D. Snider

Jim W. Snider

Craig Snider

Cassie Snider

Edmond Snider Jr.

Bernice Snider

Yacin Snider

Billy Lawrence

Quinn Lawrence

Fred Halcomb

Charlotte Halcomb

Paul A. Halcomb

William R. Randolph

John J. Ingram

George Halcomb

We, the undersigned members of the WESTERN ROCKCASTLE WATER ASSOCIATION, are greatly concerned about the inadequate water supply and the poor response to our constant requests to correct the problem. Therefore, we are requesting a complete investigation of the operation of the WESTERN ROCKCASTLE WATER ASSOCIATION.

Hazel Shepherd

Glennie Shelton

Johnny Shelton

Mealy Shelton

Joyce Shelton

Gibby Nolan

Dorothy Nolan

Kimberly Bradley

Anthony Bradley

Houghton Leeford

Ermy Leeford